

**RESULTS MATTER**  
**ADMINISTRATIVE LINE OF BUSINESS**  
**PERFORMANCE INFORMATION PROFILE**

1. Program Name: **RECORDS MANAGEMENT**

2. Products:

2.1 Product: Approved Records Schedules

2.1.1 Tasks associated with producing this product include:

Identify all record series

Identify all approved records schedules

Assess the value of each records series without an approved records schedule and propose a retention period

Complete the necessary steps to gain approval from the Metro Public Records Commission for any proposed retention periods

2.2 Product: Records Transmittal Lists

2.2.1 Tasks associated with producing this product include:

Identify by records series and volume all records that do not need to be maintained in-house yet cannot be destroyed

Complete the necessary paperwork and transfer these records to the Metro Records Center

2.3 Product: Records Destruction Lists

2.3.1 Tasks associated with producing this product include:

Identify record series eligible for destruction according to approved records schedules

Determine confidentiality status of information contained in the records

Complete the appropriate Metro records destruction process

2.4 Product: Records Protection Plan

2.4.1 Tasks associated with producing this product include:

Identify and list the records that are critical for successful continued operation during and/or after an emergency event

Develop a plan to protect the critical records

3. Performance Measure: % of records managed in compliance with legal and policy requirements

3.1 Performance measure definition:

% of total records series that have approved records schedules

Highest level of compliance: all record series have approved records schedules

% of records transmitted to Metro Records Center storage

Highest level of compliance: only records having an appropriate level of activity are maintained in-house; records with a low or zero level of activity are maintained in the Metro Records Center

% of total records volume destroyed in accordance with approved records schedules

Highest level of compliance: Records having expired retentions are destroyed in the regular course of business by approved methods and according to approved records schedules

Records without approved records schedules are not destroyed

% of critical records protected

Highest level of compliance: Current records protection plans are maintained for all records critical to continued, successful operations during and/or after an emergency event

3.2 Type of measure: Results X Output \_\_\_\_ Demand \_\_\_\_ Efficiency \_\_\_\_

3.3 Formula: none

3.4 Data Collection Methodology:

Specify total number of records series

Tally each record series

Specify total number of records series for which records schedules are approved

Tally each record series having an approved records schedule

Specify total number of record series lacking approved records schedules

Tally each record series not having an approved records schedule

Document records transmitted to Metro Records Center storage

Maintain documentation on all records transferred for storage to the Metro Records Center (include copies of all transmittal paperwork and applicable file inventories)

Document records destroyed according to approved records schedules

Maintain documentation on all records destroyed (track by record series title, records schedule number, volume, date spans, date destroyed, and method of destruction)

Identify volume by record series that should not be maintained

Identify by record series the volume of records remaining which have expired retention periods under an approved records schedule

Identify volume by record series that should not be maintained in-house

Identify by record series the volume of records remaining in-house which have low-to-zero activity levels

Specify the total number of critical record series

Tally the total number of critical record series

Specify the total number of critical record series having a records protection plan in place

Tally the number of critical record series reflected in a records protection plan

Specify the total number of critical record series not having a records protection plan in place

Tally the number of critical record series lacking a records protection plan

3.5 Person responsible for entering data: Designated Records Officer

3.6 Frequency of Reporting: Monthly \_\_\_\_ Quarterly \_\_\_\_ Annual X

3.7 Is data to be entered incrementally (for this period only) or cumulatively (added to previous periods) choose one:  
incrementally X cumulatively \_\_\_\_

3.8 Is data required for some other report, example: granting agency report? yes X no \_\_\_\_

If yes enter name of report: Metro Records Management Annual Report

3.9 Is data the same as or substantially the same as benchmark information? yes \_\_\_\_ no \_\_\_\_

3.10 Is data required to calculate department goal? yes X no \_\_\_\_